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**Service Level Agreement
Department of Administration
Information Technology Services Division**




INFORMATION TECHNOLOGY SERVICES DIVISION

**Local Area Network (LAN) Hosting Services Provided to:
Department of Corrections**

Effective Date: October 1, 2004

Approvals:



John Daugherty, Bureau Chief
Information Technologies Bureau
Department of Corrections

9-20-04

Date



Jeff Brandt, Acting Chief Information Officer
Information Technology Services Division
Department of Administration

9/29/04

Date

Local Area Network Hosting Services to be Provided

The purpose of this service level agreement (SLA) is to authorize the Department of Administration, Information Technology Services Division (ITSD), to provide Local Area Network (LAN) Hosting Services to the Department of Corrections under the terms and conditions of this SLA. This service is intended to provide the use of an ITSD shared server to meet the customer's LAN requirements. For purposes of this agreement, the following items will be provided:

Backup and Recovery: Backup and recovery resources will be provided. Customer will administer the backup and recovery process. Customer is responsible for purchasing the backup tapes..

Capacity Planning: Ongoing analysis of changes in system utilization to assure adequate configuration to accommodate ongoing production workload demands.

Confidentiality of Customer Information: The LAN Hosting computing resources will only be used for the purpose of providing LAN Hosting services. Only those files, programs, access privileges, and documentation, which are necessary to provide LAN Hosting services, will be accessed by ITSD.

Disaster Recovery: In the event of a major disaster, ITSD's Disaster Recovery Plan will be fully activated triggering the disaster recovery process.

Notification of Issues: Known information regarding LAN service degradation, disruption or unavailability will be communicated to the Technical Customer Contact, specified on the most recent attachment to this SLA. The following information regarding the situation will be communicated

- The magnitude of the situation or problem
- A time estimate for return to normal service
- Status reports on a regular basis through resolution.

Problems, Questions and Support: Contact the ITSD Customer Service Center at 444-2000, 1-800-628-4917, or via the email address <DOA ITSD Customer Support>. ITSD Customer Service Center staff will open a ticket and provide customer with the ticket number.

Security: Compliance with state security policies and practices as documented on MINE, the state Intranet Web Page.

Server Configuration and Installation: Configuration of the server and installation of software on the server.

Standards and Policies: Adherence to established standards and policies, which ensure the reliability and manageability of system. ITSD will follow state standards and policies as documented on MINE, the state Intranet Web Page.

System Reliability, Stability, and Recoverability: Enhanced through application of standardized problem/change methods. Problems and changes are documented in problem tracking software and are discussed in open meetings.

Technology Management: The key objective is to stay abreast of technological advances while minimizing any change-related impact on production reliability. ITSD will

- Manage ongoing licensing to users
- Manage the operating system in a consistent manner
- Manage the software configuration in a consistent manner

- Evaluate, select and acquire management and productivity tools
- Manage the software and hardware investment.

Testing and Acceptance: Thorough testing of all system software changes, releases and upgrades in testing environment prior to deployment to production.

Uninterrupted Power Supply (UPS) Electrical Protection: Electrical power is isolated from utility power surges, fluctuations, spikes and high frequency electrical noise. Controlled shutdown of computer equipment will be executed during extended utility power outages.

Basic Tenets

Both parties agree to several basic principles or tenets with regard to the current environment and the future expansion of this service:

All systems are in compliance with applicable state standards and policies as documented on MINE, the state Intranet Web Page.

ITSD minimizes support costs by sharing IT resources among customers and using the existing operations infrastructure.

The availability objective of system production operation is 100% during prime time hours (Monday through Friday, 8 a.m. to 5 p.m., except state holidays). All non-prime time system outages are scheduled with advance notice to all customers.

Customer Responsibilities

Capacity Planning: Communicate changes to ITSD that potentially impact capacity planning. This includes changes to the number of customer users and the amount of disk required.

Customer Contacts: The customer will identify the following one or two customer contacts to perform the corresponding functions:

1. The Administrative Customer Contact will
 - Have full authority to add or change services provided under this agreement
 - Act as the customer representative regarding billing information and issues
 - Participate in annual reviews of this agreement, associated services, and rates.
2. The Technical Customer Contact will
 - Be the focal point for issues regarding LAN Hosting services
 - Be responsible to disseminate service information to all affected customer personnel and users.

The customer will notify ITSD whenever a change in these customer contacts takes place and the an attachment to this SLA reflecting these changes will be added.

Disaster Recovery: ITSD recommends that customers have and maintain a disaster recovery plan.

Problems, Questions and Support: Contact the ITSD Customer Service Center at 444-2000, 1-800-628-4917, or via the email address <DOA ITSD Customer Support>. ITSD Customer Service Center staff will open a ticket and provide customer with the ticket number.

Security: Compliance with state security policies and practices as documented on MINE, the state Intranet Web Page.

Standards and Policies: Compliance with the standards and policies established to ensure the reliability and manageability of the platforms and which are documented on MINE, the state Intranet Web Page.

Testing and Acceptance: Perform testing following operating system and software changes, releases, and upgrades. Notify ITSD of acceptance after testing is complete.

Terms and Conditions

Acceptance: Customer acceptance of service will be verbal unless formal written acceptance is requested.

Agreement Termination: The customer or ITSD can terminate this agreement upon thirty (30) days written notice.

Amendments: Modifications or addenda to this agreement may be made with the mutual written consent of both parties.

Billing Schedule: Services will be billed (in arrears). The specific annual and monthly amount appears in the latest LAN Services attachments to this SLA. Bills will be submitted through ITSD's Computer Billing System.

Customer Responsibilities: The customer acknowledges that performance by ITSD requires information and cooperation from the customer. The customer will provide complete, timely, and accurate data and information necessary to support ITSD's performance of this service. The customer will assist ITSD in providing information regarding future needs and demands that will be placed on ITSD resources.

Liability: ITSD shall not be liable for any costs that the customer may incur incidental to this agreement.

Rate: The annual rate is listed on the most recent attachment to this SLA. The rate will be reviewed annually prior to fiscal year end.

Severability: Any service outlined in the attachments may be terminated without affecting the whole of this agreement.

Warranties: ITSD agrees to furnish all services and documentation identified in this agreement. There are no other warranties.

Attachment A

This attachment lists the services and Customer Responsibilities specific to the Local Area Network (LAN) Hosting Service, which are covered under this agreement. Additional attachments will be added as the customer's requirements change regarding

- Number of users of the LAN Server Hosting Service
- Storage space for the LAN Server Hosting Service
- Customer Contact Information.


The Customer Contacts are:

- Administrative Customer Contact
Name: Mike Raczkowski Phone: 444-9660
- Technical Customer Contact
Name: Department of Corrections Help Desk Phone: 444-4334


Whenever there is a 20% shift in the use of storage space, ITSD reserves the right to modify the rate category and adjust the rate accordingly. This attachment reflects rates for the LAN Hosting Service for FY05.

Start Date	Number of Users	Storage (Gb)	Annual Rate	Monthly Rate	Billing Number(s)
10/1/2004	12	30	\$1,382.00	\$115.00	

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